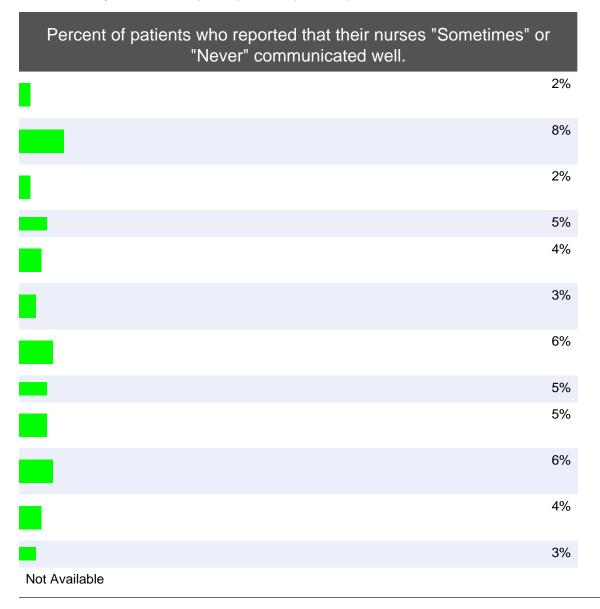
Provider N	umber	Hospital Name	City
030112		ARIZONA ORTHOPEDIC SURGICAL HOSPITAL	CHANDLER
030126		ARIZONA REGIONAL MEDICAL CENTER	MESA
030107		ARIZONA SPINE AND JOINT HOSPITAL	MESA
030094		ARROWHEAD HOSPITAL	GLENDALE
030088		BANNER BAYWOOD MEDICAL CENTER	MESA
030061		BANNER BOSWELL MEDICAL CENTER	SUN CITY
030093		BANNER DEL E WEBB MEDICAL CENTER	SUN CITY WEST
030065		BANNER DESERT MEDICAL CENTER	MESA
030115		BANNER ESTRELLA MEDICAL CENTER	PHOENIX
030122		BANNER GATEWAY MEDICAL CENTER	GILBERT
030002		BANNER GOOD SAMARITAN MEDICAL CENTER	PHOENIX
030105		BANNER HEART HOSPITAL	MESA
030130		BANNER IRONWOOD MEDICAL	SAN TAN VALLEY

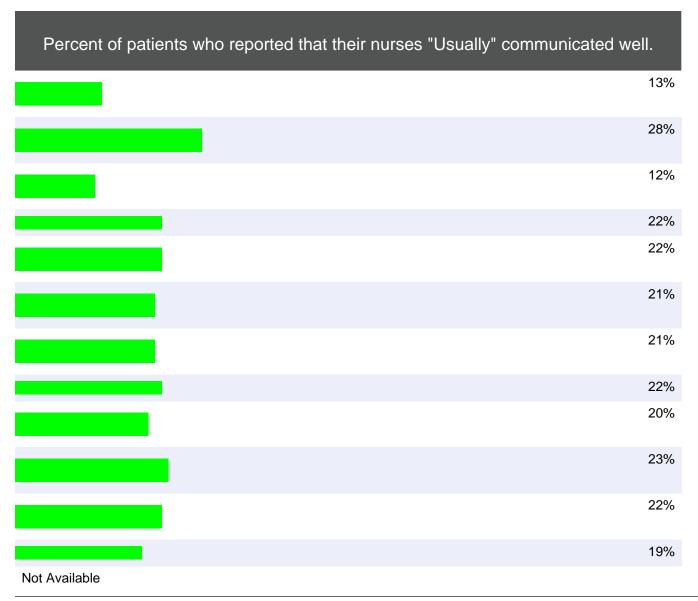
Page 1 of 198 09/04/2012

	State	County Name
AZ		MARICOPA
AZ		PINAL

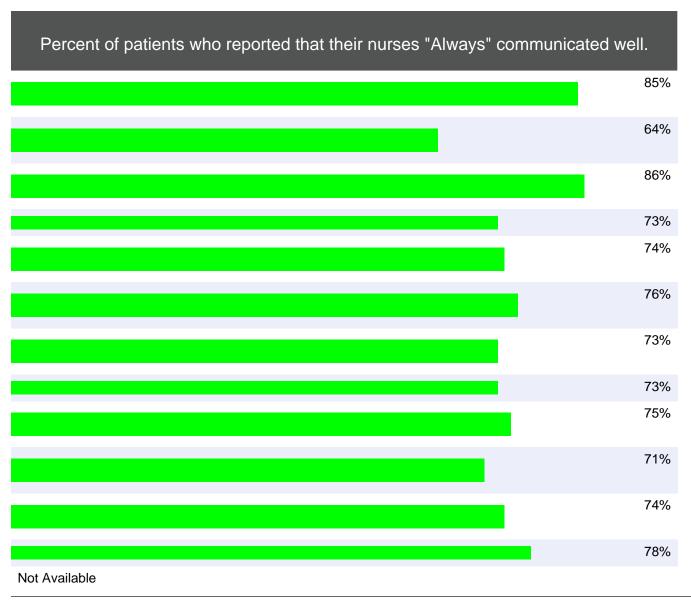
Page 2 of 198 09/04/2012



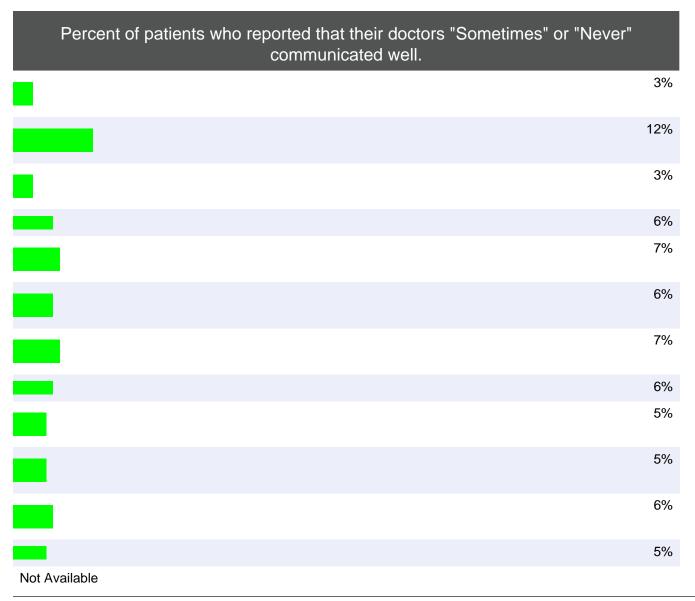
Page 3 of 198 09/04/2012



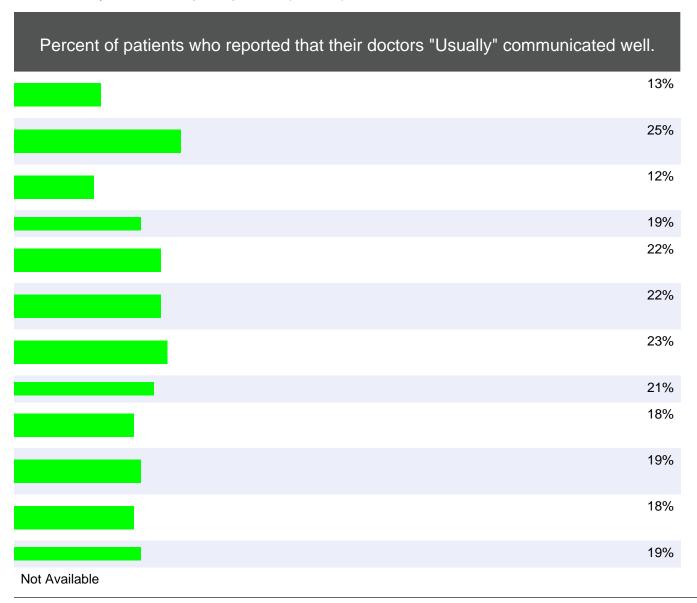
Page 4 of 198 09/04/2012



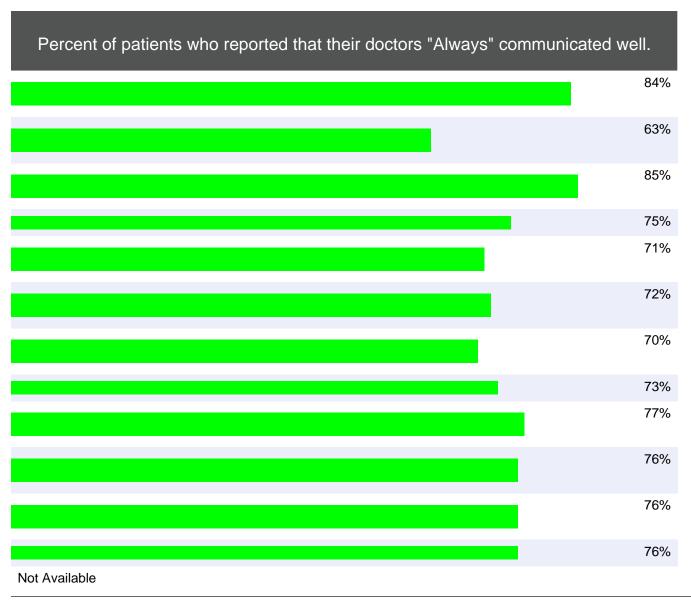
Page 5 of 198 09/04/2012



Page 6 of 198 09/04/2012



Page 7 of 198 09/04/2012



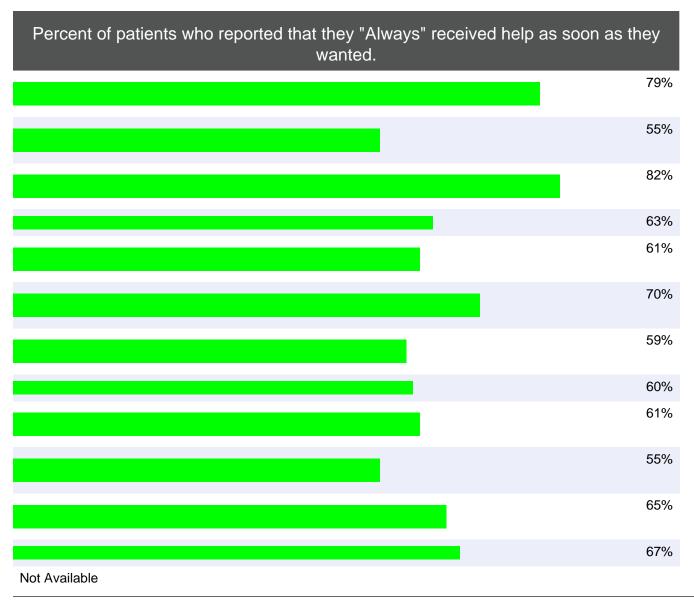
Page 8 of 198 09/04/2012

Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted. 4% 13% 4% 10% 10% 6% 12% 10% 12% 15% 8% 7% Not Available

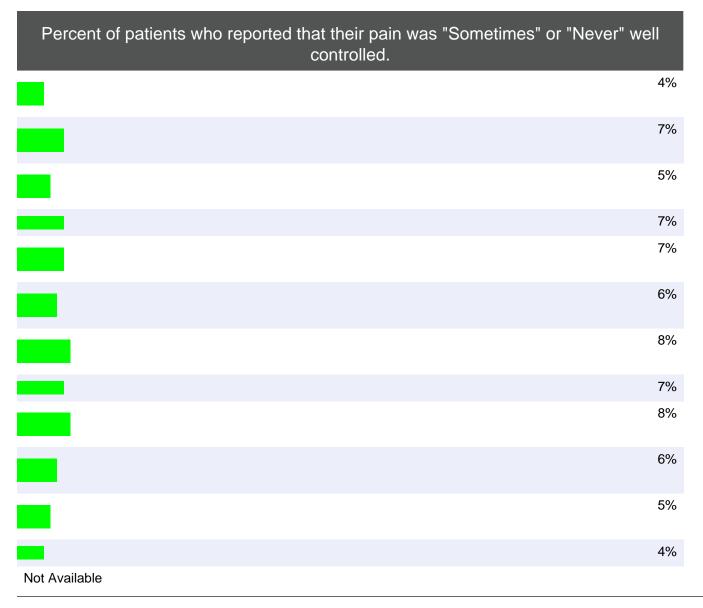
> Page 9 of 198 09/04/2012



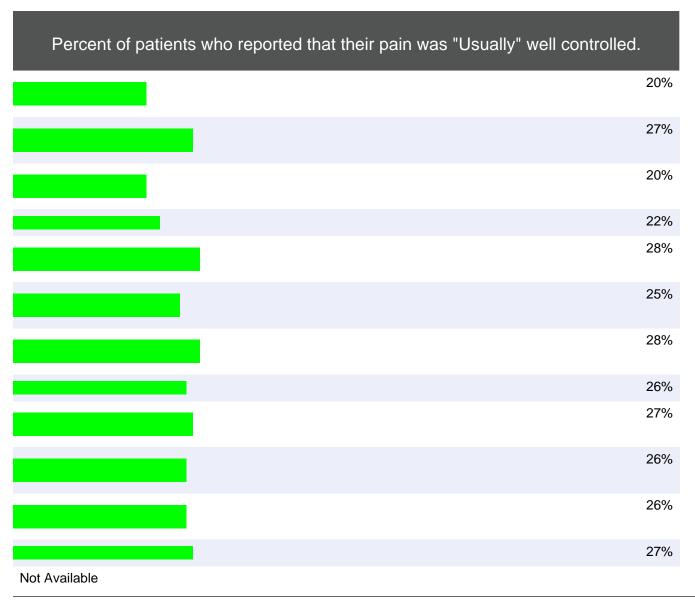
Page 10 of 198 09/04/2012



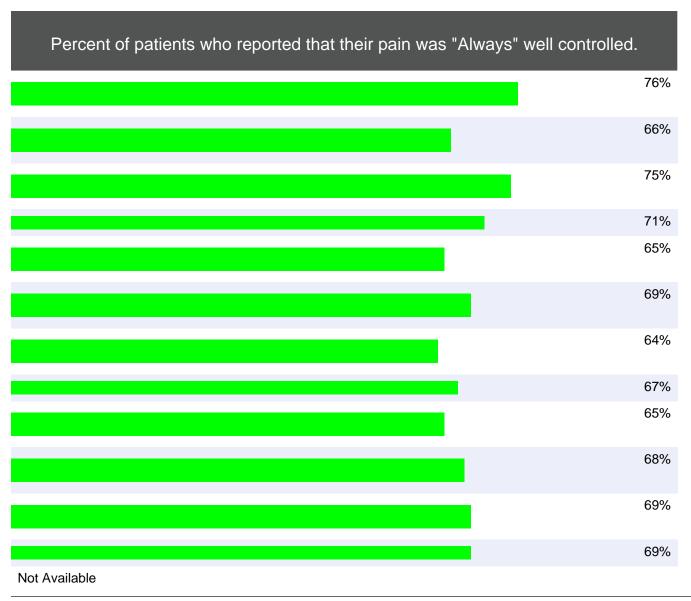
Page 11 of 198 09/04/2012



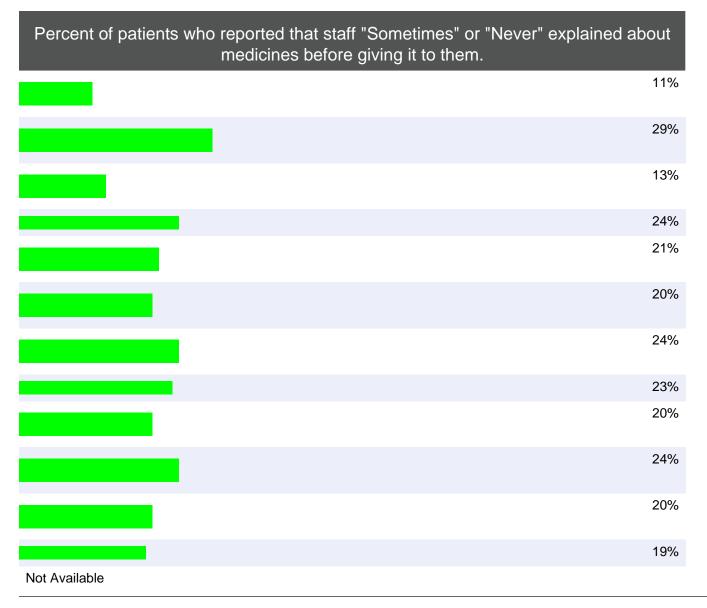
Page 12 of 198 09/04/2012



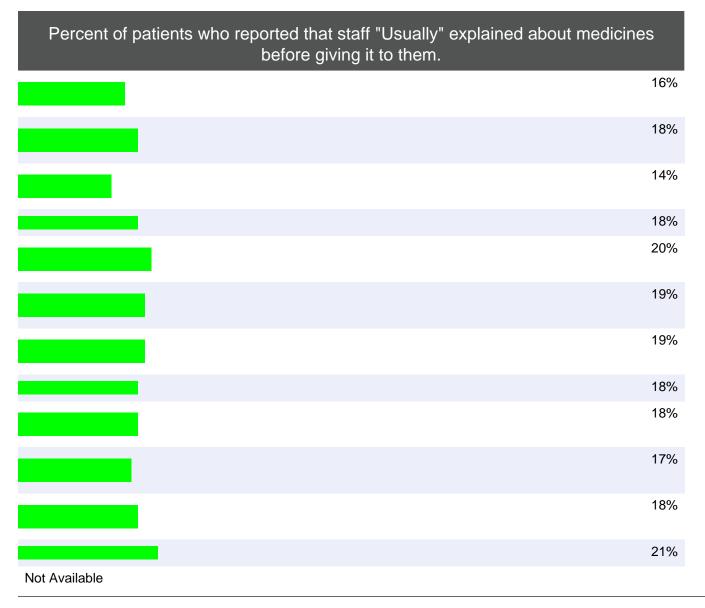
Page 13 of 198 09/04/2012



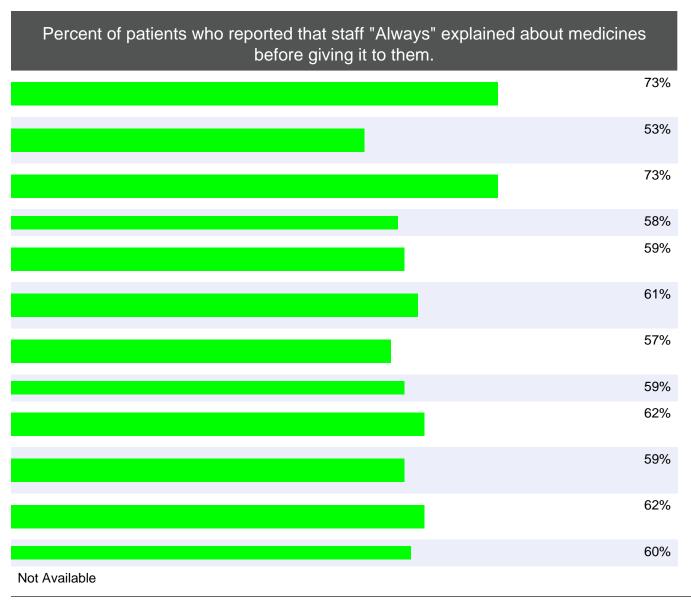
Page 14 of 198 09/04/2012



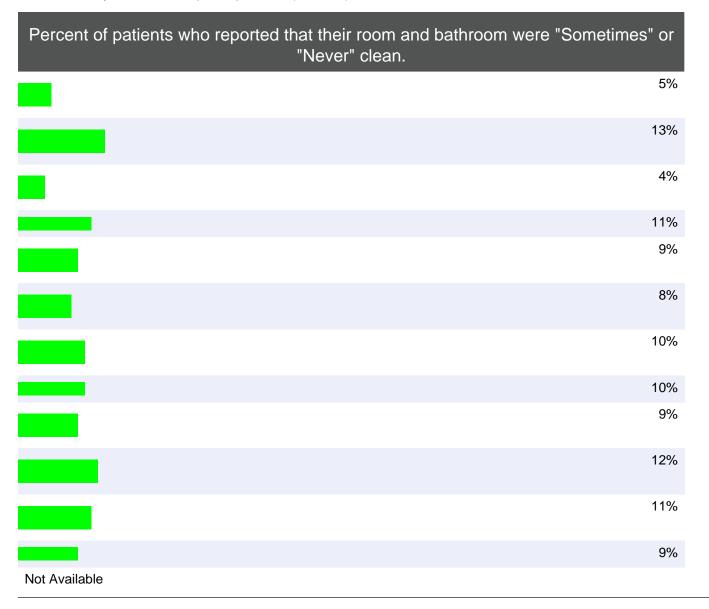
Page 15 of 198 09/04/2012



Page 16 of 198 09/04/2012



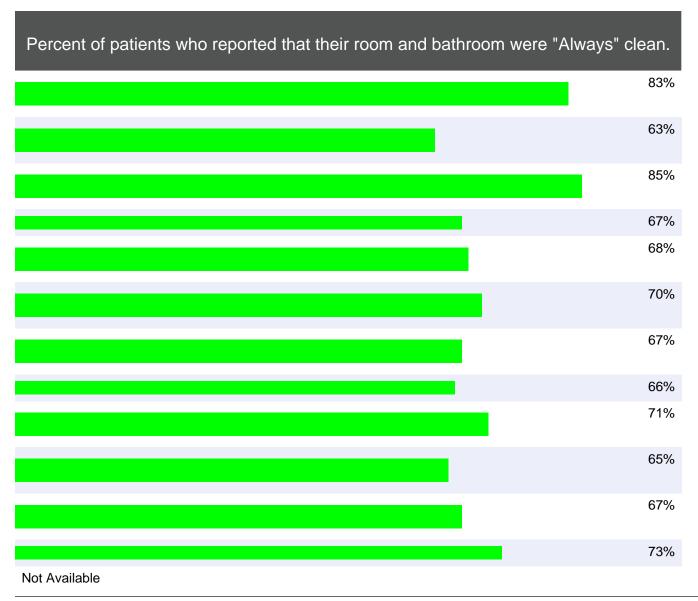
Page 17 of 198 09/04/2012



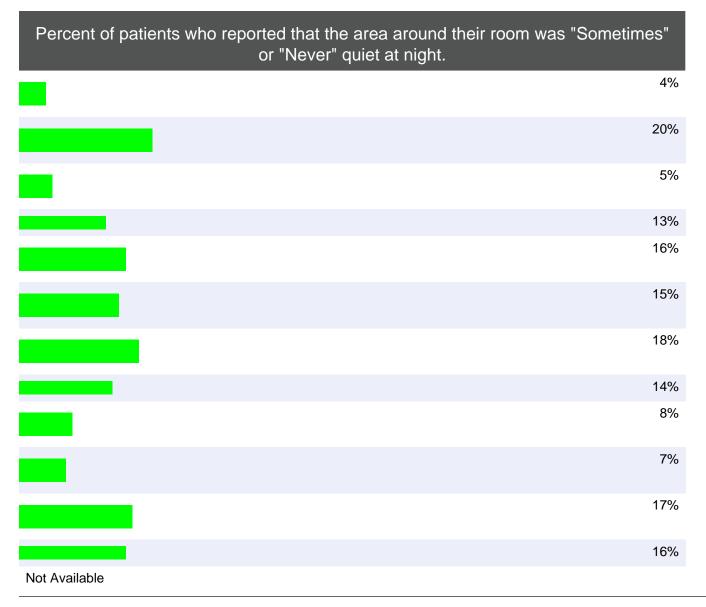
Page 18 of 198 09/04/2012



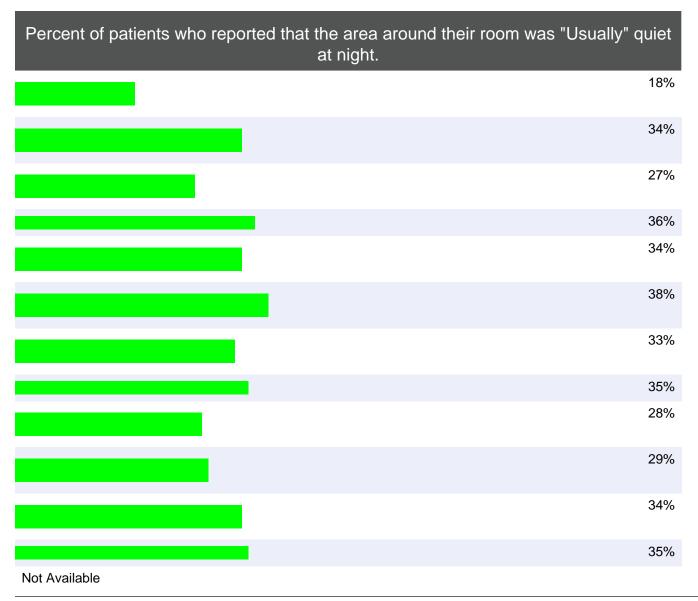
Page 19 of 198 09/04/2012



Page 20 of 198 09/04/2012



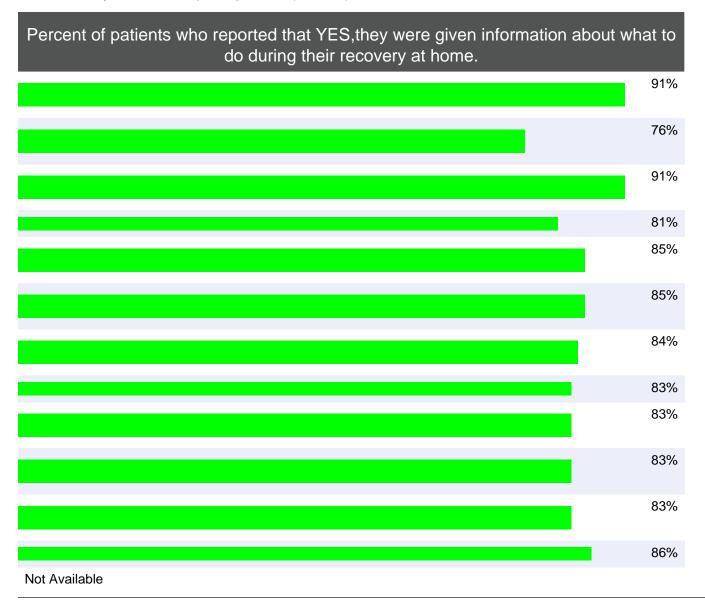
Page 21 of 198 09/04/2012



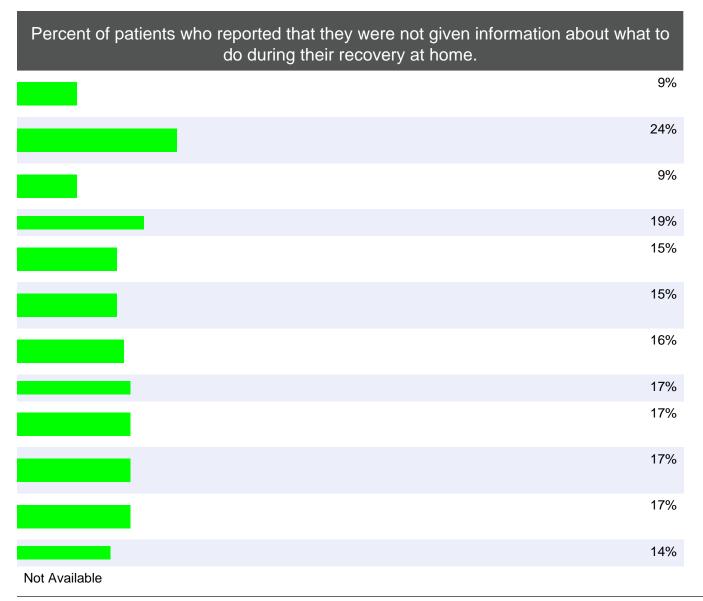
Page 22 of 198 09/04/2012



Page 23 of 198 09/04/2012



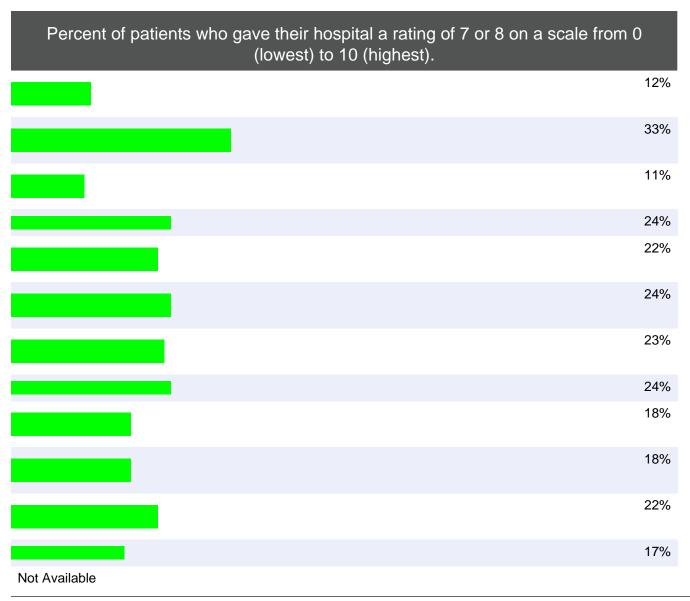
Page 24 of 198 09/04/2012



Page 25 of 198 09/04/2012

Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest). 4% 19% 3% 11% 7% 6% 10% 8% 8% 7% 8% 5% Not Available

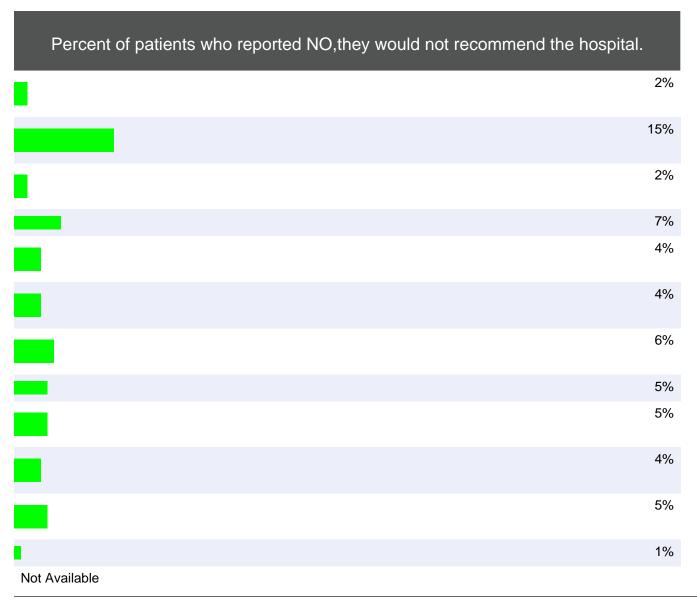
> Page 26 of 198 09/04/2012



Page 27 of 198 09/04/2012



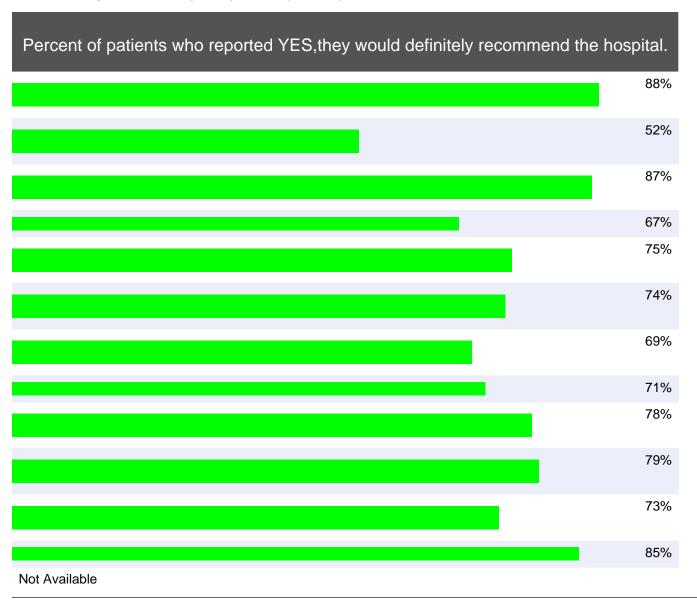
Page 28 of 198 09/04/2012



09/04/2012 Page 29 of 198



Page 30 of 198 09/04/2012



Page 31 of 198 09/04/2012

	Number of Completed Surveys
300 or more	
Not Available	

Page 32 of 198 09/04/2012

Survey Response Rate Percent		Hospital Footnote
	58%	
	26%	
	66%	
	34%	
	33%	
	41%	
	39%	
	25%	
	20%	
	29%	
	22%	
	42%	
Not Available	S	survey results are not available for this reporting

Page 33 of 198 09/04/2012

	CENTER	
030089	BANNER THUNDERBIRD MEDICAL CENTER	GLENDALE
031301	BENSON HOSPITAL	BENSON
030100	CARONDELET HEART AND VASCULAR INSTITUTE	TUCSON
031313	CARONDELET HOLY CROSS HOSPITAL	NOGALES
030011	CARONDELET ST JOSEPHS HOSPITAL	TUCSON
030010	CARONDELET ST MARYS HOSPITAL	TUCSON
030016	CASA GRANDE REGIONAL MEDICAL CENTER	CASA GRANDE
030036	CHANDLER REGIONAL MEDICAL CENTER	CHANDLER
030084	CHINLE COMPREHENSIVE HEALTH CARE FACILITY	CHINLE
031314	COBRE VALLEY REGIONAL MEDICAL CENTER	GLOBE
031312	COPPER QUEEN COMMUNITY HOSPITAL	BISBEE
030023	FLAGSTAFF MEDICAL CENTER	FLAGSTAFF

Page 34 of 198 09/04/2012

AZ	MARICOPA
AZ	COCHISE
AZ	PIMA
AZ	SANTA CRUZ
AZ	PIMA
AZ	PIMA
AZ	PINAL
AZ	MARICOPA
AZ	APACHE
AZ	GILA
AZ	COCHISE
AZ	COCONINO

Page 35 of 198 09/04/2012

	6%
Not Available	
	4%
	7%
	6%
	7%
	9%
	5%
	9%
	4%
	2%
	5%

Page 36 of 198 09/04/2012

	20%	
Not Available		
	21%	
	19%	
	21%	
	22%	
	24%	
	19%	
	25%	
	18%	
	17%	
	18%	

Page 37 of 198 09/04/2012



Page 38 of 198 09/04/2012

	8%
Not Available	
	6%
	2%
	3%
	5%
	8%
	6%
	8%
	3%
	8%
	3%

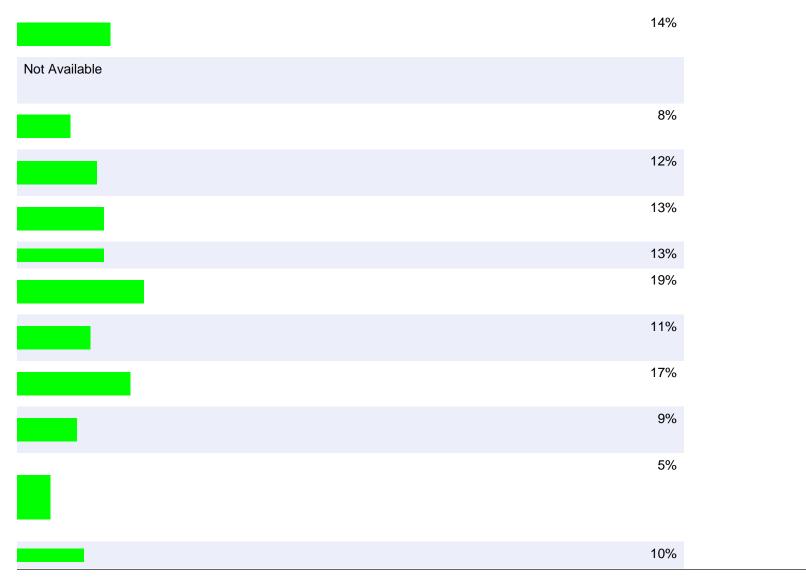
Page 39 of 198 09/04/2012

	21%
Not Available	
	18%
	15%
	18%
	20%
	21%
	19%
	22%
	16%
	7%
	17%

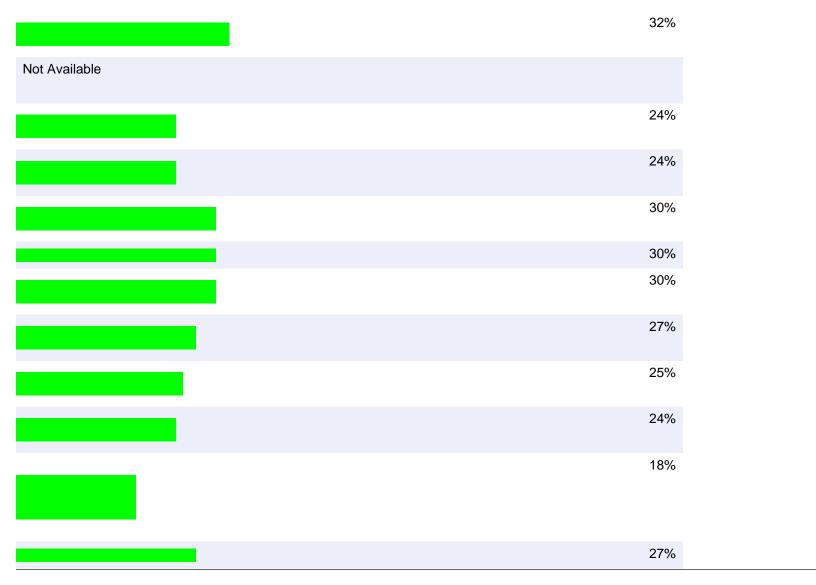
Page 40 of 198 09/04/2012



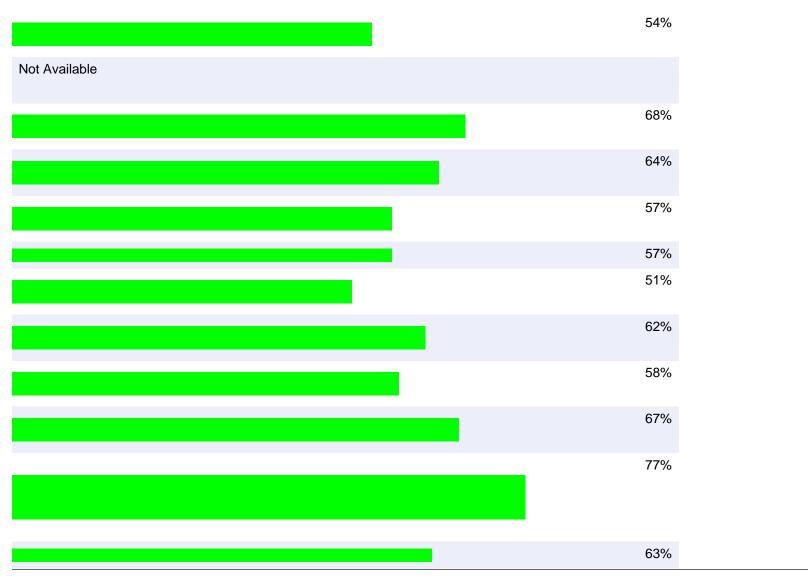
Page 41 of 198 09/04/2012



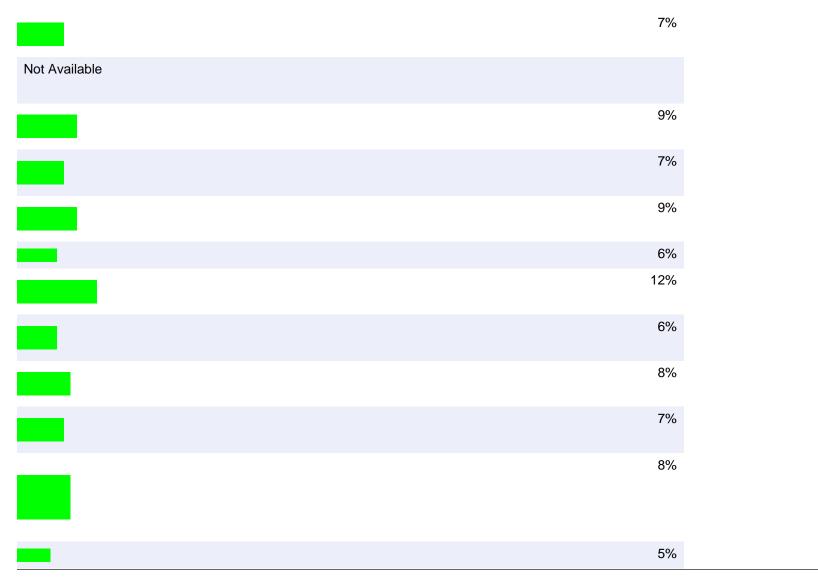
Page 42 of 198 09/04/2012



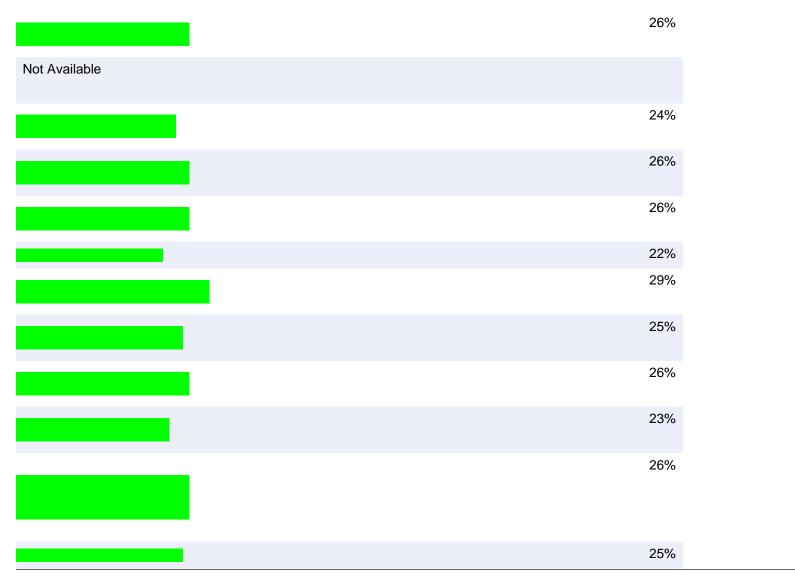
Page 43 of 198 09/04/2012



Page 44 of 198 09/04/2012



Page 45 of 198 09/04/2012



Page 46 of 198 09/04/2012



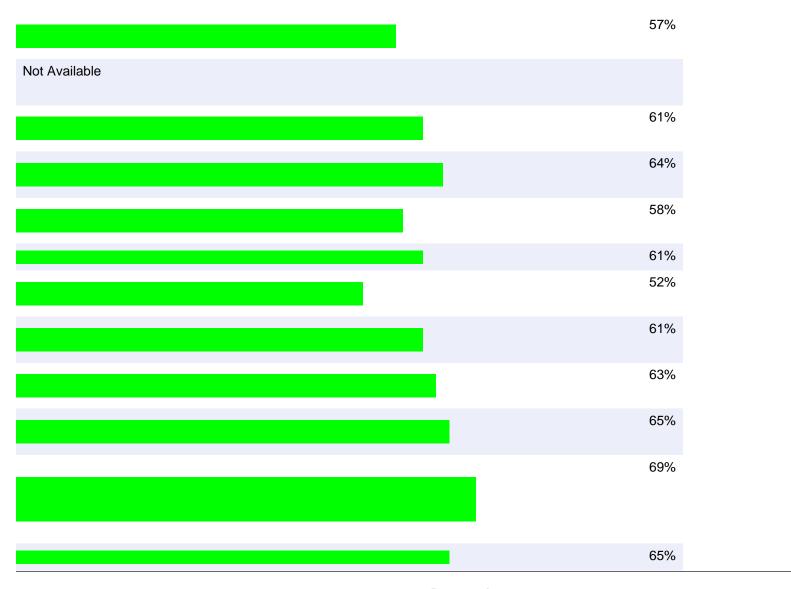
Page 47 of 198 09/04/2012

	23%	
Not Available		
	18%	
	20%	
	22%	
	23%	
	27%	
	20%	
	18%	
	18%	
	20%	
	18%	

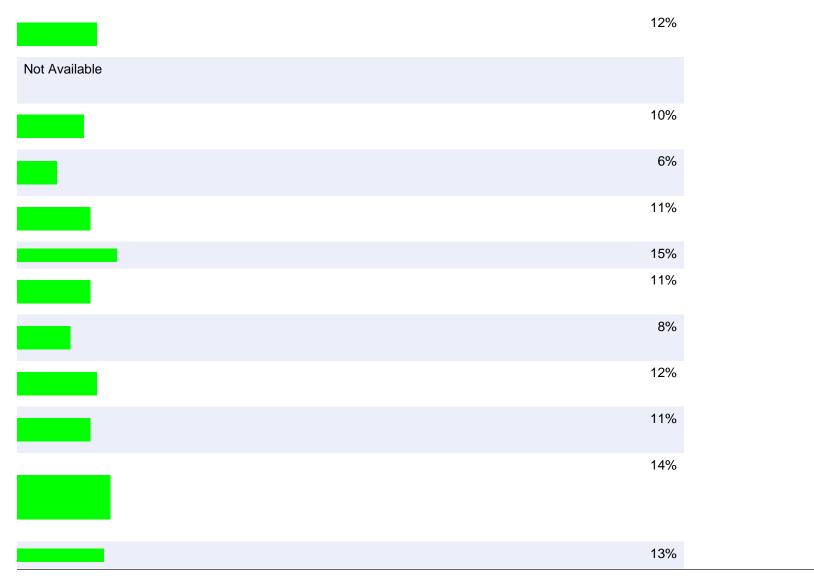
09/04/2012 Page 48 of 198

	20%	
Not Available		
	21%	
	16%	
	20%	
	16%	
	21%	
	19%	
	19%	
	17%	
	11%	
	17%	

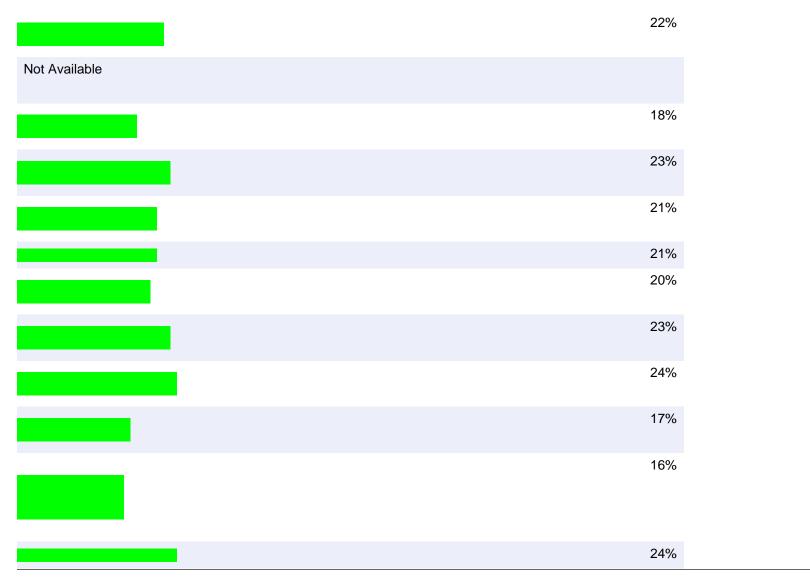
09/04/2012 Page 49 of 198



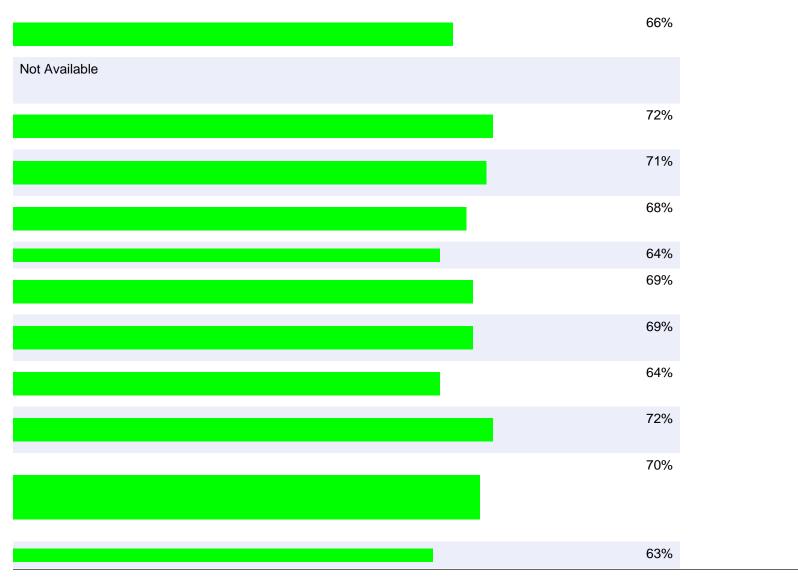
Page 50 of 198 09/04/2012



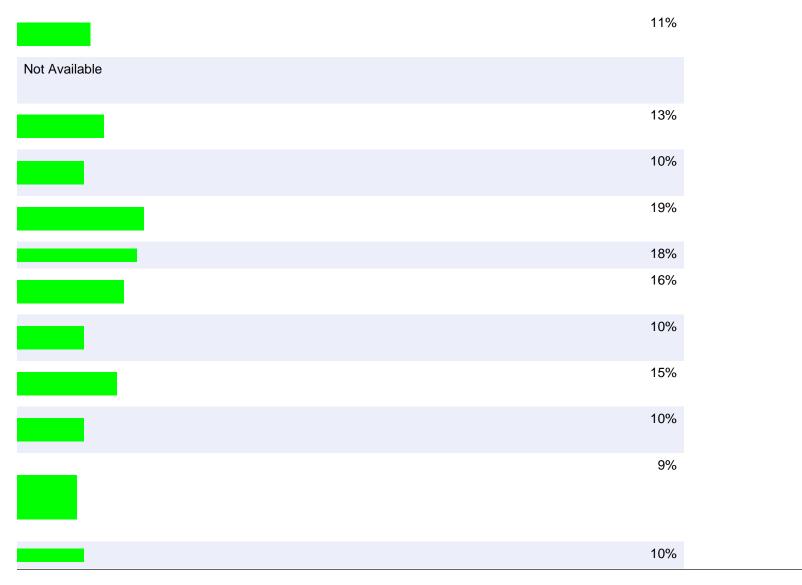
Page 51 of 198 09/04/2012



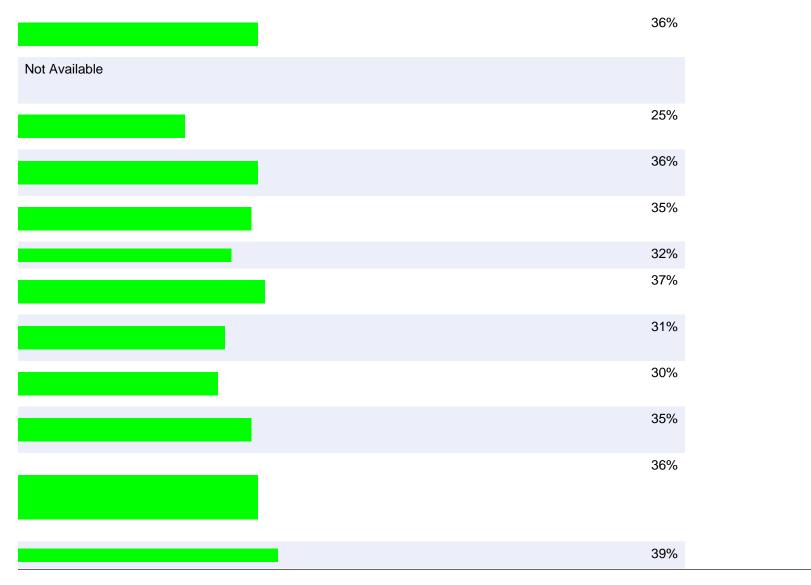
Page 52 of 198 09/04/2012



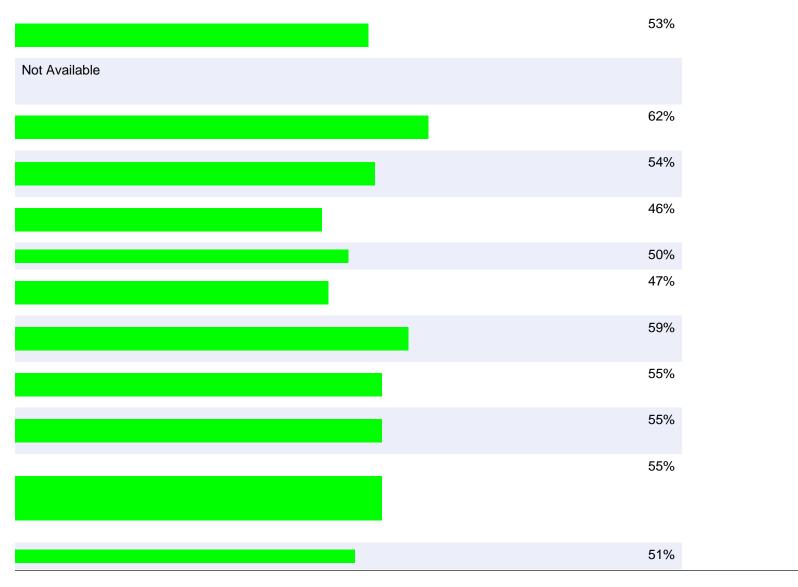
Page 53 of 198 09/04/2012



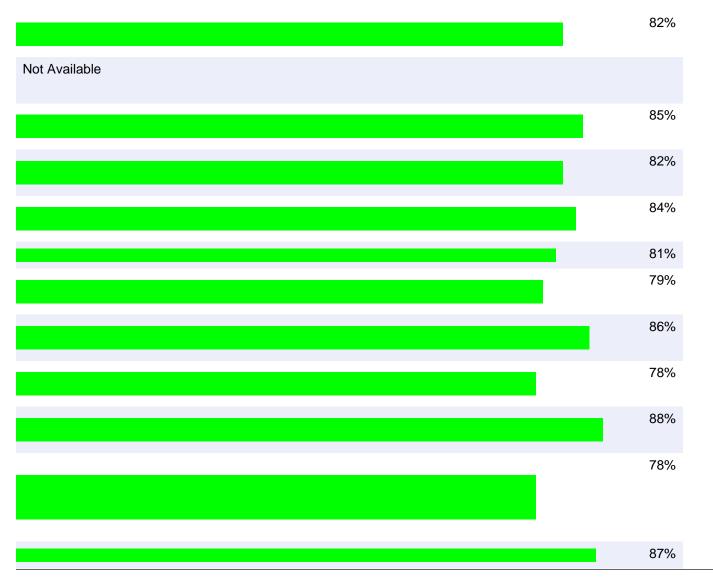
Page 54 of 198 09/04/2012



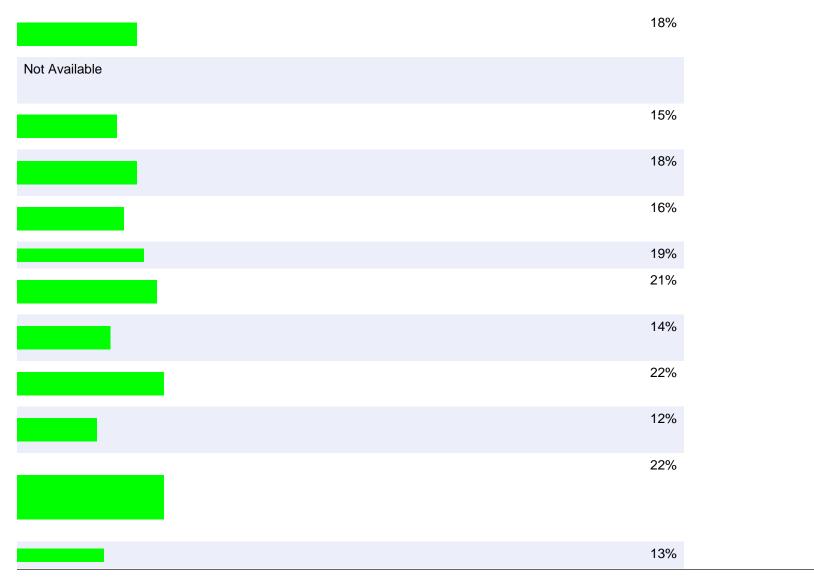
Page 55 of 198 09/04/2012



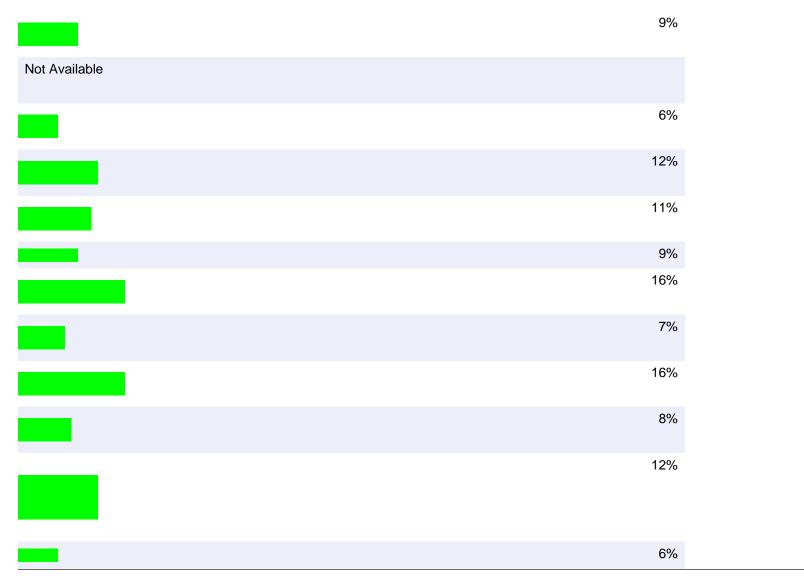
Page 56 of 198 09/04/2012



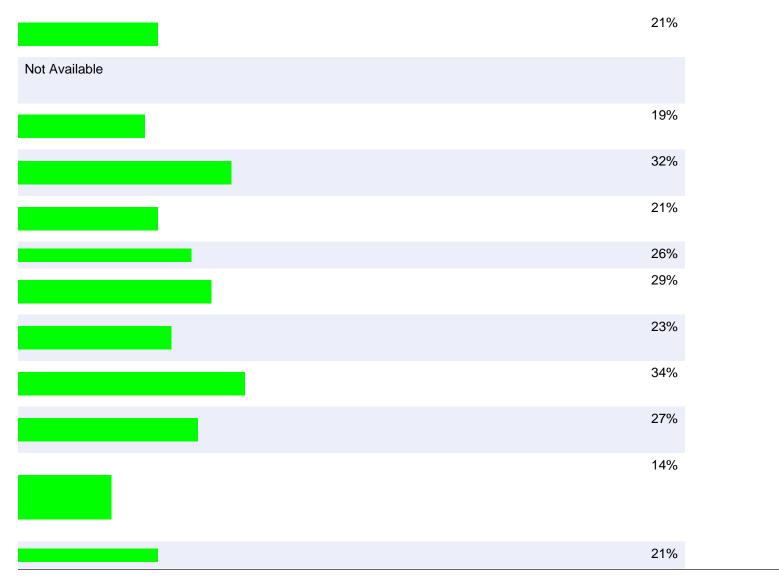
Page 57 of 198 09/04/2012



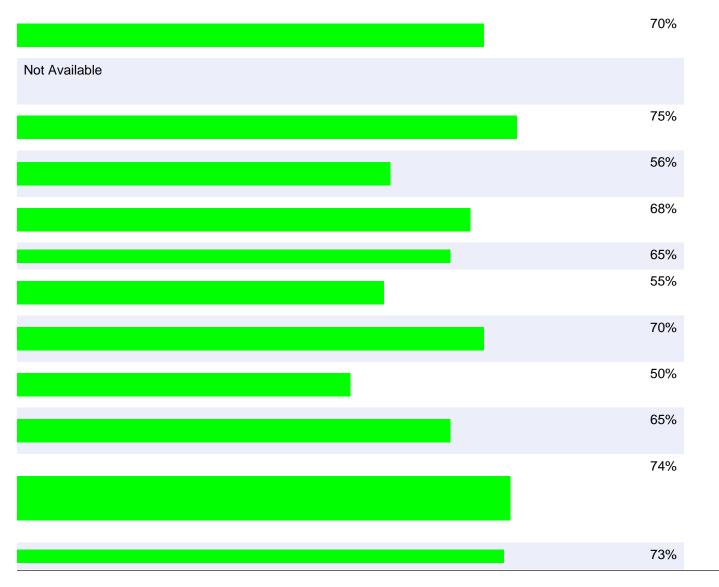
Page 58 of 198 09/04/2012



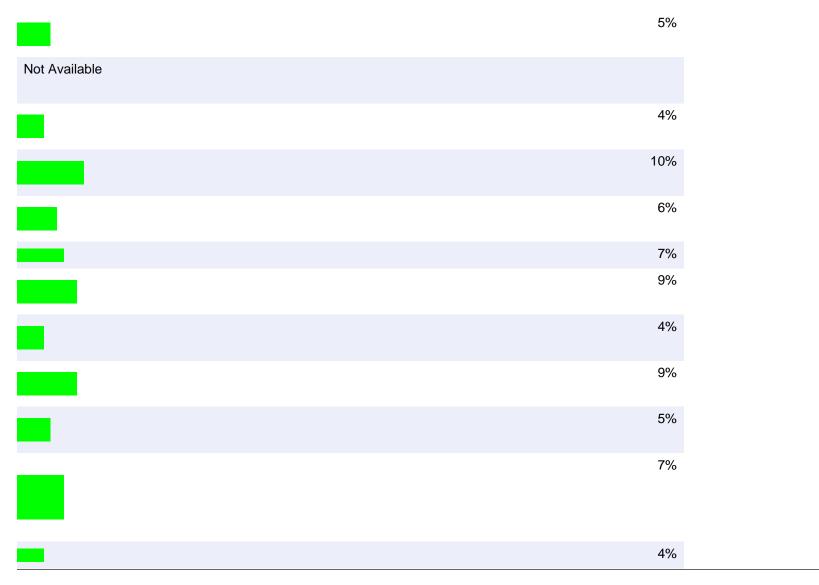
Page 59 of 198 09/04/2012



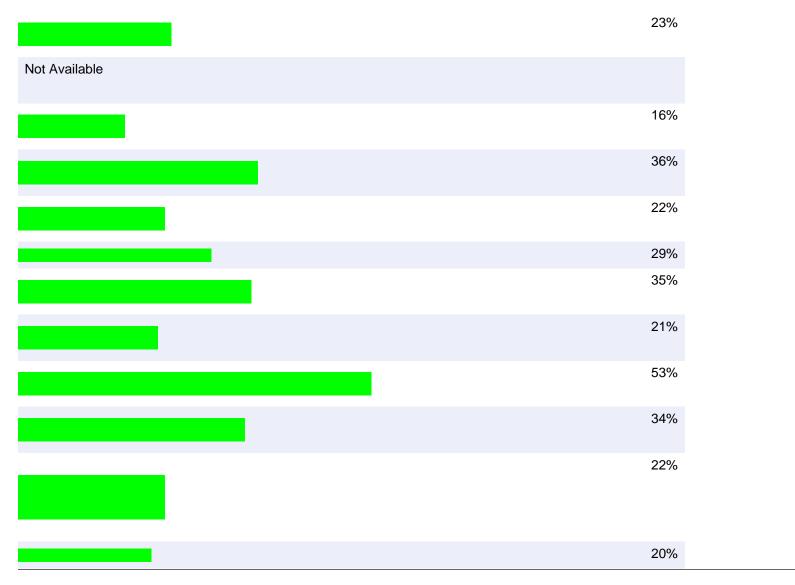
Page 60 of 198 09/04/2012



Page 61 of 198 09/04/2012



Page 62 of 198 09/04/2012



Page 63 of 198 09/04/2012



Page 64 of 198 09/04/2012

300 or more
Not Available
300 or more
Between 100 and 299
300 or more
Between 100 and 299
300 or more
Fewer than 100
300 or more

Page 65 of 198 09/04/2012

		period
	23%	
Not Available		Survey results are not available for this reporting period
	41%	
	18%	
	36%	
	33%	
	25%	
	26%	
	13%	
	28%	
	26%	Fewer than 100 patients completed the HCAHPS survey. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance
	30%	

Page 66 of 198 09/04/2012

030071	FORT DEFIANCE INDIAN HOSPITAL	FORT DEFIANCE
030120	GILBERT HOSPITAL	GILBERT
030069	HAVASU REGIONAL MEDICAL CENTER	LAKE HAVASU CITY
031305	HOPI HEALTH CARE CENTER	POLACCA
030092	JOHN C LINCOLN DEER VALLEY HOSPITAL	PHOENIX
030014	JOHN C LINCOLN NORTH MOUNTAIN HOSPITAL	PHOENIX
030055	KINGMAN REGIONAL MEDICAL CENTER	KINGMAN
030067	LA PAZ REGIONAL HOSPITAL	PARKER
031311	LITTLE COLORADO MEDICAL CENTER	WINSLOW
030022	MARICOPA MEDICAL CENTER	PHOENIX
030001	MARYVALE HOSPITAL	PHOENIX
030103	MAYO CLINIC HOSPITAL	PHOENIX
030119	MERCY GILBERT MEDICAL CENTER	GILBERT
030121	MOUNTAIN VISTA MEDICAL CENTER, LP	MESA
030068	MT GRAHAM REGIONAL MEDICAL CENTER	SAFFORD
031302	NORTHERN COCHISE COMMUNITY	WILLCOX

Page 67 of 198 09/04/2012

AZ	APACHE
AZ	MARICOPA
AZ	MOHAVE
AZ	NAVAJO
AZ	MARICOPA
AZ	MARICOPA
AZ	MOHAVE
AZ	LA PAZ
AZ	NAVAJO
AZ	MARICOPA
AZ	GRAHAM
AZ	COCHISE

Page 68 of 198 09/04/2012

	10%
	5%
	8%
Not Available	
	5%
	5%
	3%
	4%
Not Available	
	8%
	8%
	3%
	5%
	6%
	3%
Not Available	

Page 69 of 198 09/04/2012

	25%
	21%
	22%
Not Available	
	21%
	20%
	15%
	21%
Not Available	
	24%
	22%
	15%
	19%
	21%
	16%
Not Available	

Page 70 of 198 09/04/2012



Page 71 of 198 09/04/2012

	11%
	9%
	9%
Not Available	
	7%
	6%
	7%
	6%
Not Available	
	8%
	8%
	1%
	6%
	9%
	4%
Not Available	

Page 72 of 198 09/04/2012

	21%
	21%
	19%
Not Available	
	20%
	19%
	17%
	18%
Not Available	
	19%
	18%
	17%
	20%
	19%
	15%
Not Available	

Page 73 of 198 09/04/2012



Page 74 of 198 09/04/2012

	16%
	10%
	13%
Not Available	
	13%
	10%
	6%
	4%
Not Available	
	13%
	19%
	5%
	11%
	12%
	4%
Not Available	

Page 75 of 198 09/04/2012

	29%
	20%
	31%
Not Available	
	30%
	30%
	19%
	24%
Not Available	
	30%
	27%
	21%
	29%
	28%
	24%
Not Available	

Page 76 of 198 09/04/2012



Page 77 of 198 09/04/2012

	8%
	7%
	11%
Not Available	
	6%
	8%
	4%
	5%
Not Available	
	7%
	10%
	6%
	7%
	7%
	7%
Not Available	

Page 78 of 198 09/04/2012

	31%
	26%
	25%
Not Available	
	26%
	25%
	18%
	22%
Not Available	
	28%
	26%
	24%
	24%
	25%
	19%
Not Available	

Page 79 of 198 09/04/2012



Page 80 of 198 09/04/2012

	26%
	22%
	33%
Not Available	
	25%
	24%
	16%
	22%
Not Available	
	23%
	26%
	11%
	19%
	22%
	19%
Not Available	

Page 81 of 198 09/04/2012

	21%
	20%
	18%
Not Available	
	18%
	19%
	17%
	19%
Not Available	
	21%
	19%
	21%
	19%
	22%
	17%
Not Available	

Page 82 of 198 09/04/2012



Page 83 of 198 09/04/2012

	10%
	11%
	14%
Not Available	
	15%
	10%
	6%
	6%
Not Available	
	11%
	12%
	9%
	8%
	14%
	4%
Not Available	

Page 84 of 198 09/04/2012

	27%
	20%
	25%
Not Available	
	25%
	21%
	17%
	19%
Not Available	
	23%
	17%
	19%
	17%
	24%
	17%
Not Available	

Page 85 of 198 09/04/2012



Page 86 of 198 09/04/2012

	13%
	7%
	12%
Not Available	
	13%
	17%
	9%
	8%
Not Available	
	22%
	16%
	5%
	7%
	11%
	9%
Not Available	

Page 87 of 198 09/04/2012

	31%
	27%
	34%
Net Available	
Not Available	
	34%
	33%
	28%
	34%
Not Available	
	37%
	33%
	30%
	27%
	32%
	32%
Not Available	

Page 88 of 198 09/04/2012



Page 89 of 198 09/04/2012



Page 90 of 198 09/04/2012

	21%
	26%
	19%
Not Available	
	18%
	17%
	13%
	22%
Not Available	
	20%
	18%
	9%
	15%
	17%
	14%
Not Available	

Page 91 of 198 09/04/2012

	14%
	7%
	14%
Not Available	
	9%
	9%
	4%
	10%
Not Available	
	12%
	15%
	4%
	7%
	12%
	4%
Not Available	

Page 92 of 198 09/04/2012

	29%
	20%
	28%
Not Available	
	24%
	23%
	18%
	24%
Not Available	
	23%
	27%
	14%
	17%
	24%
	21%
Not Available	

Page 93 of 198 09/04/2012



Page 94 of 198 09/04/2012

	6%
	6%
	10%
Not Available	
	5%
	5%
	1%
	5%
Not Available	
	7%
	11%
	2%
	4%
	8%
	2%
Not Available	

Page 95 of 198 09/04/2012

	43%
	16%
	30%
Not Available	
	23%
	22%
	20%
	27%
Not Available	
	28%
	31%
	11%
	16%
	24%
	26%
Not Available	

Page 96 of 198 09/04/2012



Page 97 of 198 09/04/2012

Between 100 and 299
300 or more
300 or more
Not Available
300 or more
Not Available
300 or more
Not Available

Page 98 of 198 09/04/2012

	14%	
	25%	
	34%	
Not Available	Surve perio	ey results are not available for this reporting od
	28% There	e were discrepancies in the data collection ess
	27% There	e were discrepancies in the data collection ess
	39%	
	40%	
Not Available	Surve perio	ey results are not available for this reporting od
	14%	
	19%	
	46%	
	28%	
	28%	
	44%	
Not Available	Surve	ey results are not available for this reporting

Page 99 of 198 09/04/2012

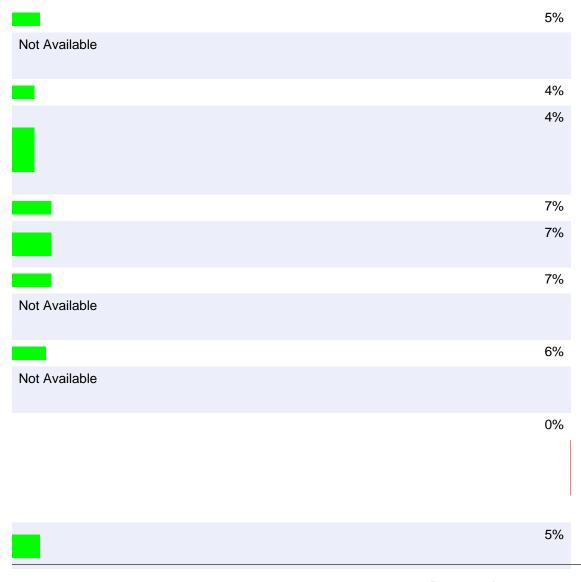
	HOSPITAL	
030085	NORTHWEST MEDICAL CENTER	TUCSON
030131	OASIS HOSPITAL	PHOENIX
030114	ORO VALLEY HOSPITAL	ORO VALLEY
031304	PAGE HOSPITAL	PAGE
030083	PARADISE VALLEY HOSPITAL	PHOENIX
030033	PAYSON REGIONAL MEDICAL CENTER	PAYSON
030030	PHOENIX BAPTIST HOSPITAL	PHOENIX
033302	PHOENIX CHILDREN'S HOSPITAL	PHOENIX
030078	PHOENIX INDIAN MEDICAL CENTER	PHOENIX
031309	SAGE MEMORIAL HOSPITAL	GANADO
030077	SAN CARLOS INDIAN HOSPITAL	SAN CARLOS
030038	SCOTTSDALE HEALTHCARE- OSBORN MEDICAL CENTER	SCOTTSDALE

Page 100 of 198 09/04/2012

AZ	PIMA
AZ	MARICOPA
AZ	PIMA
AZ	COCONINO
AZ	MARICOPA
AZ	GILA
AZ	MARICOPA
AZ	MARICOPA
AZ	MARICOPA
AZ	APACHE
AZ	GILA

AZ	MARICOPA	

Page 101 of 198 09/04/2012



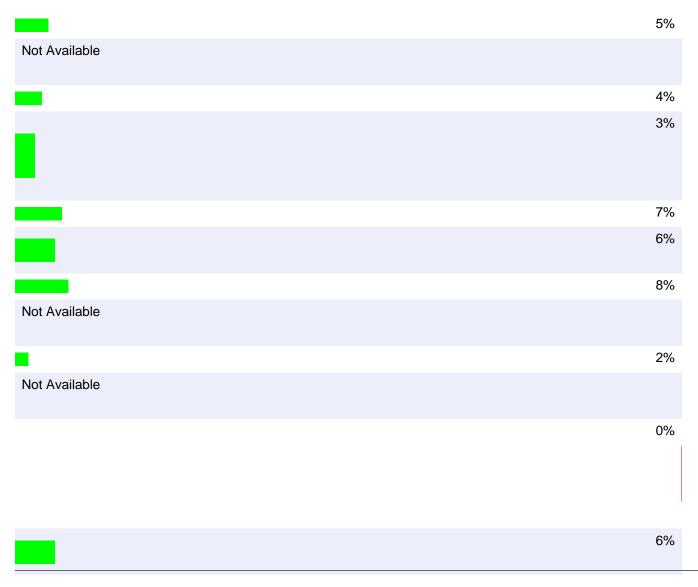
Page 102 of 198 09/04/2012



Page 103 of 198 09/04/2012



Page 104 of 198 09/04/2012



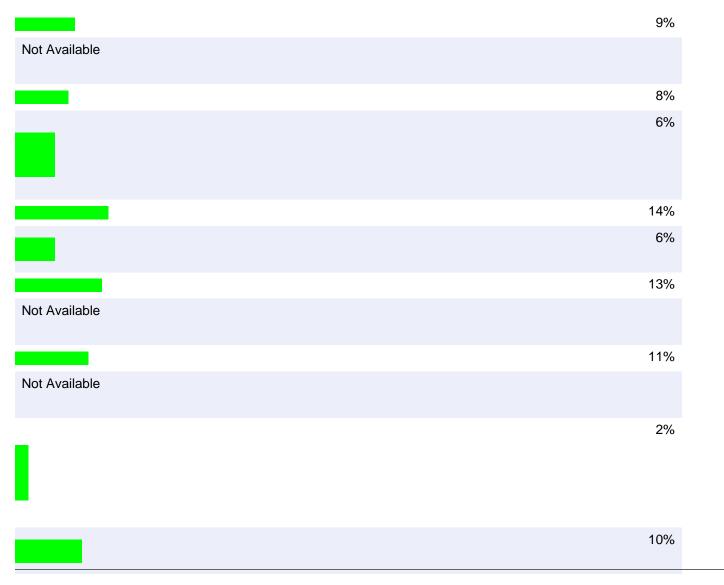
Page 105 of 198 09/04/2012



Page 106 of 198 09/04/2012



Page 107 of 198 09/04/2012



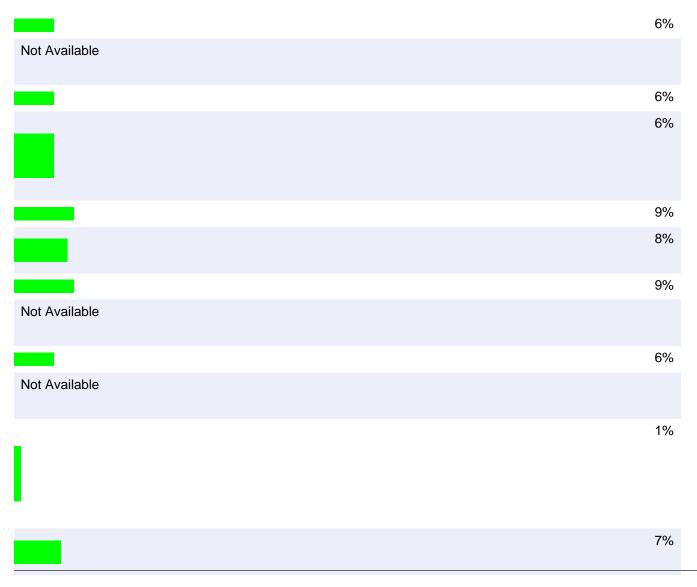
Page 108 of 198 09/04/2012



Page 109 of 198 09/04/2012



Page 110 of 198 09/04/2012



Page 111 of 198 09/04/2012



Page 112 of 198 09/04/2012



Page 113 of 198 09/04/2012



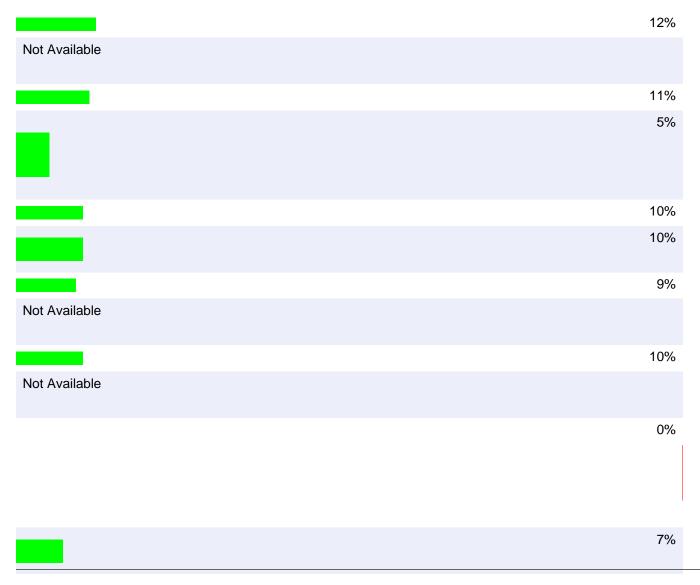
Page 114 of 198 09/04/2012



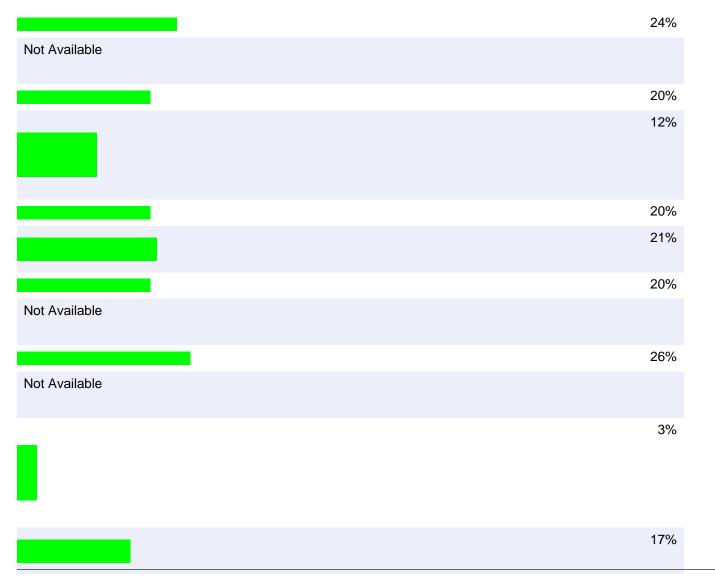
Page 115 of 198 09/04/2012



Page 116 of 198 09/04/2012



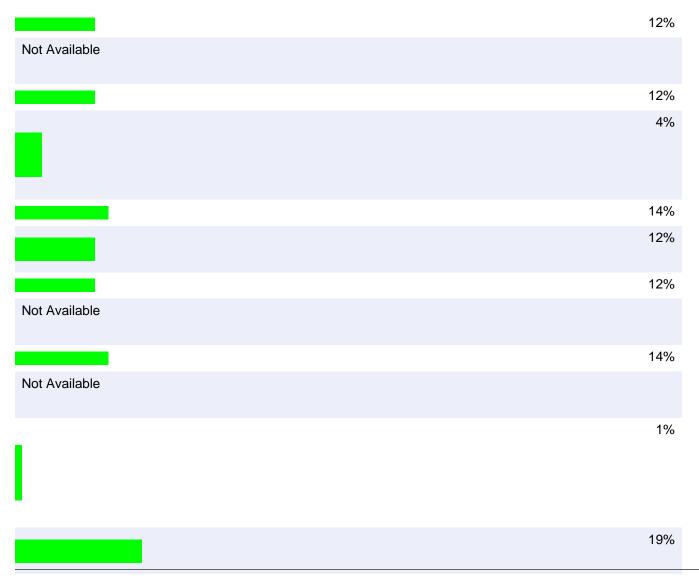
Page 117 of 198 09/04/2012



Page 118 of 198 09/04/2012



Page 119 of 198 09/04/2012



Page 120 of 198 09/04/2012



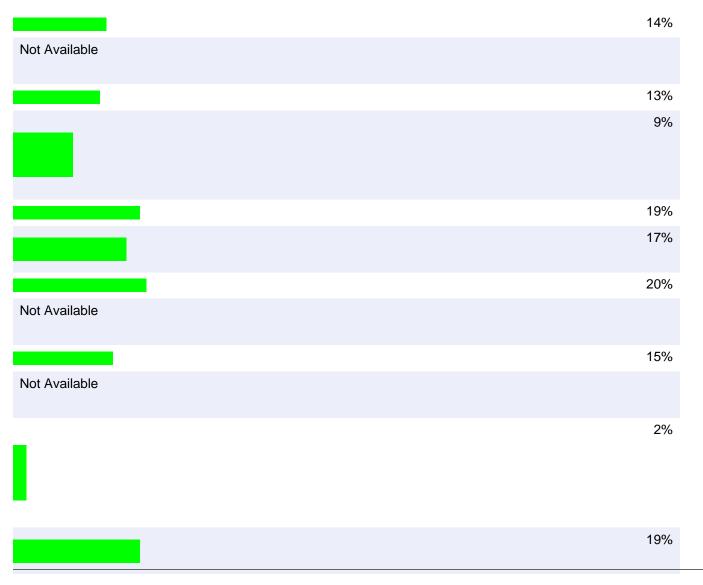
Page 121 of 198 09/04/2012



Page 122 of 198 09/04/2012



Page 123 of 198 09/04/2012



Page 124 of 198 09/04/2012



Page 125 of 198 09/04/2012



Page 126 of 198 09/04/2012



Page 127 of 198 09/04/2012



Page 128 of 198 09/04/2012



Page 129 of 198 09/04/2012



Page 130 of 198 09/04/2012

300 or more
Not Available
300 or more
Fewer than 100
300 or more
300 or more
300 or more
Not Available
300 or more
Not Available
Fewer than 100
300 or more

Page 131 of 198 09/04/2012

	period
	29%
Not Available	Survey results are not available for this reporting period
	33%
	23% Fewer than 100 patients completed the HCAHPS survey. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance
	29%
	31%
	26%
Not Available	Survey results are not available for this reporting period
	35%
Not Available	Survey results are not available for this reporting period
	79% Very few patients were eligible for the HCAHPS survey. The scores shown reflect fewer than 50 completed surveys. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance
	32%

Page 132 of 198 09/04/2012

	OSBORN MEDICAL CENTER	
030087	SCOTTSDALE HEALTHCARE-SHEA MEDICAL CENTER	SCOTTSDALE
030123	SCOTTSDALE HEALTHCARE- THOMPSON PEAK HOSPITAL	SCOTTSDALE
030074	SELLS INDIAN HEALTH SERVICE HOSPITAL	SELLS
030043	SIERRA VISTA REGIONAL HEALTH CENTER INC	SIERRA VISTA
031303	SOUTHEAST ARIZONA MEDICAL CENTER	DOUGLAS
030024	ST JOSEPH'S HOSPITAL AND MEDICAL CENTER	PHOENIX
030037	ST LUKES MEDICAL CENTER	PHOENIX
030062	SUMMIT HEALTHCARE REGIONAL MEDICAL CENTER	SHOW LOW
030108	SURGICAL SPECIALTY HOSPITAL OF ARIZONA	PHOENIX
030073	TUBA CITY REGIONAL HEALTH CARE CORPORATION	TUBA CITY
030006	TUCSON MEDICAL CENTER	TUCSON
030111	UNIVERSITY OF ARIZONA MEDICAL CTR- SOUTH CAM, THE	TUCSON
030064	UNIVERSITY OF ARIZONA MEDICAL CTR-UNIVERSITY, THE	TUCSON

09/04/2012 Page 133 of 198

AZ	MARICOPA
AZ	MARICOPA
AZ	PIMA
AZ	COCHISE
AZ	COCHISE
AZ	MARICOPA
AZ	MARICOPA
AZ	NAVAJO
AZ	MARICOPA
AZ	COCONINO
AZ	PIMA
AZ	PIMA
AZ	PIMA

09/04/2012 Page 134 of 198

	5%
	6%
Not Available	
	4%
Not Available	
	4%
	7%
	4%
	3%
	4%
	5%
	11%
	5%

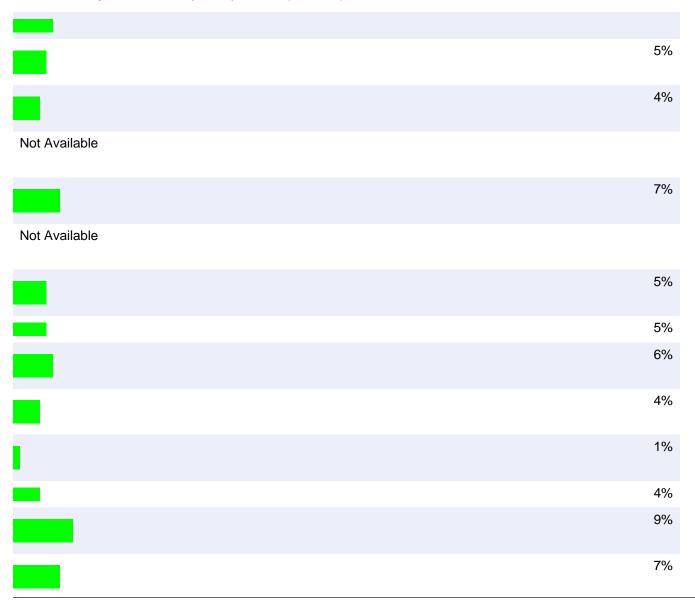
09/04/2012 Page 135 of 198

	16%
	16%
Not Available	
	18%
Not Available	
	21%
	22%
	23%
	14%
	17%
	20%
	23%
	19%

09/04/2012 Page 136 of 198



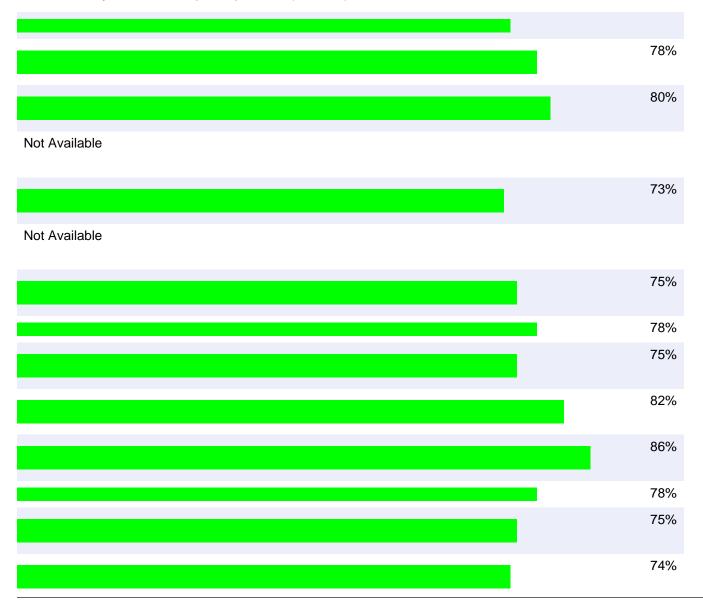
Page 137 of 198 09/04/2012



09/04/2012 Page 138 of 198

	17%
	16%
Not Available	
	20%
Not Available	
	20%
	17%
	19%
	14%
	13%
	18%
	16%
	19%

09/04/2012 Page 139 of 198



Page 140 of 198 09/04/2012

	8%
	12%
Not Available	
	10%
Not Available	
	11%
	16%
	8%
	5%
	8%
	11%
	20%
	9%

09/04/2012 Page 141 of 198

	23%
	27%
Not Available	
	26%
Not Available	
	29%
	30%
	30%
	12%
	19%
	30%
	32%
	30%

09/04/2012 Page 142 of 198



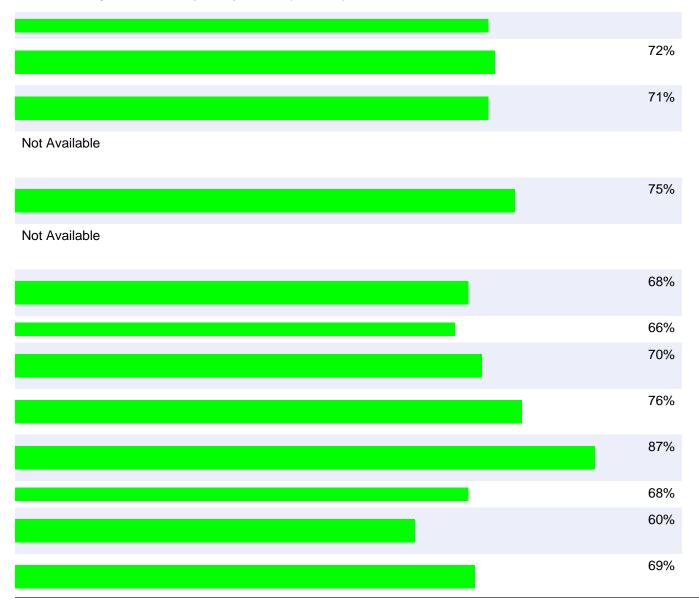
Page 143 of 198 09/04/2012



09/04/2012 Page 144 of 198

	20%
	23%
Not Available	
	19%
Not Available	
	26%
	26%
	24%
	18%
	11%
	26%
	25%
	24%

09/04/2012 Page 145 of 198



09/04/2012 Page 146 of 198

	22%
	22%
Not Available	
	17%
Not Available	
	21%
	24%
	22%
	13%
	14%
	19%
	24%
	21%

09/04/2012 Page 147 of 198

	17%
	15%
Not Available	
	15%
Not Available	
	19%
	20%
	20%
	17%
	11%
	19%
	19%
	19%

09/04/2012 Page 148 of 198



Page 149 of 198 09/04/2012

	9%
	8%
Not Available	
	8%
Not Available	
	8%
	11%
	6%
	5%
	8%
	12%
	18%
	9%

09/04/2012 Page 150 of 198

	21%
	19%
Not Available	
	22%
Not Available	
	21%
	23%
	17%
	9%
	15%
	25%
	23%
	23%

09/04/2012 Page 151 of 198



Page 152 of 198 09/04/2012

	14%
	9%
Not Available	
	16%
Not Available	
	12%
	10%
	9%
	4%
	7%
	19%
	24%
	15%

09/04/2012 Page 153 of 198

	37%
	24%
Not Available	
	34%
Not Available	
	32%
	32%
	32%
	19%
	22%
	35%
	35%
	31%

09/04/2012 Page 154 of 198



Page 155 of 198 09/04/2012



Page 156 of 198 09/04/2012

	22%
	22%
Not Available	
	21%
Not Available	
	18%
	17%
	14%
	14%
	15%
	15%
	28%
	18%

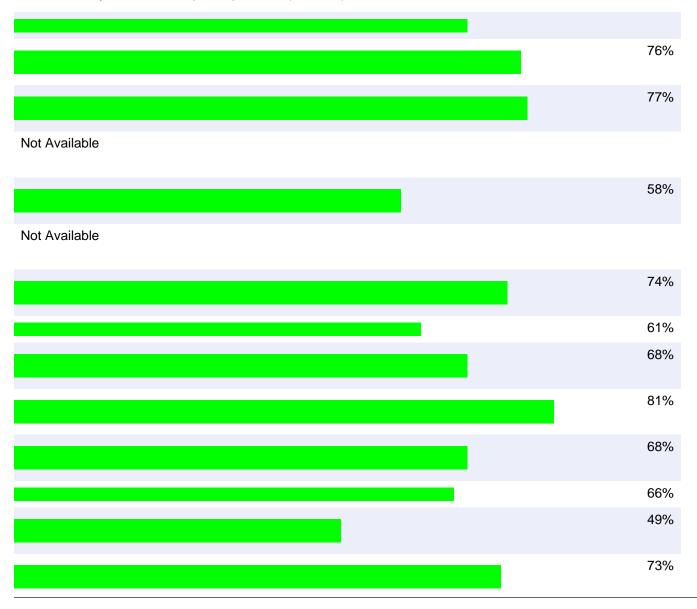
09/04/2012 Page 157 of 198

	6%
	8%
Not Available	
	11%
Not Available	
	8%
	11%
	6%
	4%
	10%
	9%
	18%
	7%

09/04/2012 Page 158 of 198

	18%
	15%
Not Available	
	31%
Not Available	
	18%
	28%
	26%
	15%
	22%
	25%
	33%
	20%

09/04/2012 Page 159 of 198



Page 160 of 198 09/04/2012



09/04/2012 Page 161 of 198

	18%
	14%
Not Available	
	37%
Not Available	
	21%
	28%
	28%
	13%
	28%
	24%
	36%
	19%

09/04/2012 Page 162 of 198



Page 163 of 198 09/04/2012

300 or more
300 or more
Not Available
300 or more
Not Available
300 or more

09/04/2012 Page 164 of 198

	41%	
	41%	
Not Available		Survey results are not available for this reporting period
	31%	There were discrepancies in the data collection process
Not Available		Survey results are not available for this reporting period
	21%	
	28%	
	25%	
	48%	
	55%	There were discrepancies in the data collection process
	34%	
	22%	
	28%	

09/04/2012 Page 165 of 198

	CTR-UNIVERSITY, THE	
030117	VALLEY VIEW MEDICAL CENTER	FORT MOHAVE
030007	VERDE VALLEY MEDICAL CENTER	COTTONWOOD
030101	WESTERN ARIZONA REGIONAL MEDICAL CTR	BULLHEAD CITY
030110	WEST VALLEY HOSPITAL	GOODYEAR
031315	WHITE MOUNTAIN REGIONAL MEDICAL CENTER	SPRINGERVILLE
030113	WHITERIVER PHS INDIAN HOSPITAL	WHITERIVER
031300	WICKENBURG COMMUNITY HOSPITAL	WICKENBURG
030012	YAVAPAI REGIONAL MEDICAL CENTER	PRESCOTT
030118	YAVAPAI REGIONAL MEDICAL CENTER-EAST	PRESCOTT VALLEY
030013	YUMA REGIONAL MEDICAL CENTER	YUMA

Page 166 of 198 09/04/2012

AZ	MOHAVE
AZ	YAVAPAI
AZ	MOHAVE
AZ	MARICOPA
AZ	APACHE
AZ	NAVAJO
AZ	MARICOPA
AZ	YAVAPAI
AZ	YAVAPAI
AZ	YUMA

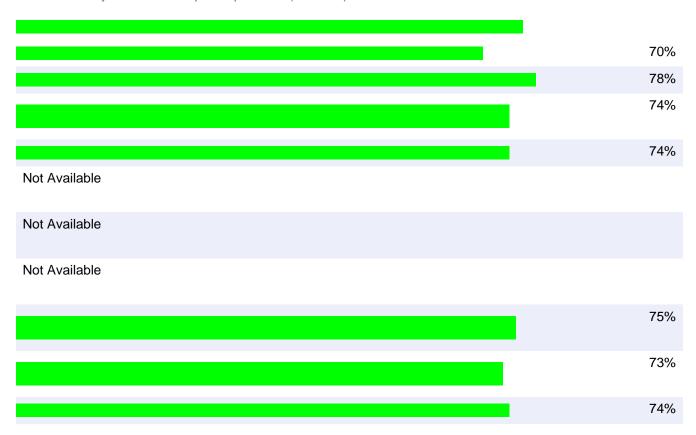
09/04/2012 Page 167 of 198

	10%
	4%
	7%
	6%
Not Available	
Not Available	
Not Available	
	4%
	4%
	5%

09/04/2012 Page 168 of 198

	20%
	18%
	19%
	20%
Not Available	
Not Available	
Not Available	
	21%
	23%
	21%

09/04/2012 Page 169 of 198



Page 170 of 198 09/04/2012

	6%
	3%
	9%
	7%
Not Available	
Not Available	
Not Available	
	7%
	5%
	6%

09/04/2012 Page 171 of 198

	21%
	17%
	19%
	20%
Not Available	
Not Available	
Not Available	
	18%
	17%
	19%

09/04/2012 Page 172 of 198



Page 173 of 198 09/04/2012

	16%
	6%
	12%
	12%
Not Available	
Not Available	
Not Available	
	7%
	6%
	10%

09/04/2012 Page 174 of 198

	27%
	23%
	24%
	27%
Not Available	
Not Available	
Not Available	
	30%
	25%
	31%

09/04/2012 Page 175 of 198



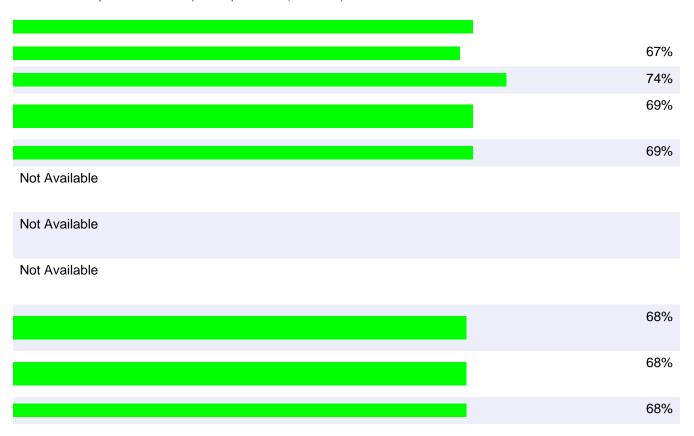
Page 176 of 198 09/04/2012

	6%
	5%
	8%
	8%
Not Available	
Not Available	
Not Available	
	7%
	7%
	6%

09/04/2012 Page 177 of 198

	27%
	21%
	23%
	23%
Not Available	
Not Available	
Not Available	
	25%
	25%
	26%

09/04/2012 Page 178 of 198



Page 179 of 198 09/04/2012

	26%
	18%
	22%
	24%
Not Available	
Not Available	
Not Available	
	26%
	21%
	21%

09/04/2012 Page 180 of 198

	17%
	17%
	19%
	18%
Not Available	
Not Available	
Not Available	
	18%
	20%
	21%

09/04/2012 Page 181 of 198

	57%
	65%
	59%
	58%
Not Available	
Not Available	
Not Available	
	56%
	59%
	58%

09/04/2012 Page 182 of 198

	9%
	9%
	11%
	13%
Not Available	
Not Available	
Not Available	
	9%
	6%
	14%

09/04/2012 Page 183 of 198

	16%
	15%
	24%
	22%
Not Available	
Not Available	
Not Available	
	25%
	20%
	26%

09/04/2012 Page 184 of 198



Page 185 of 198 09/04/2012

	13%
	10%
	14%
	14%
Not Available	
Not Available	
Not Available	
	20%
	9%
	16%

09/04/2012 Page 186 of 198

	27%
	32%
	32%
	30%
Not Available	
Not Available	
Not Available	
	36%
	36%
	36%

09/04/2012 Page 187 of 198



09/04/2012 Page 188 of 198



Page 189 of 198 09/04/2012

	19%
	10%
	24%
	19%
Not Available	
Not Available	
Not Available	
	18%
	14%
	18%

09/04/2012 Page 190 of 198

	12%
	7%
	13%
	13%
Not Available	
Not Available	
Not Available	
	5%
	7%
	10%

09/04/2012 Page 191 of 198

	22%
	18%
	28%
	24%
Not Available	
Not Available	
Not Available	
	28%
	17%
	26%

09/04/2012 Page 192 of 198



Page 193 of 198 09/04/2012

	6%
	5%
	8%
	9%
Not Available	
Not Available	
Not Available	
	3%
	4%
	6%

09/04/2012 Page 194 of 198

	19%
	20%
	29%
	25%
Not Available	
Not Available	
Not Available	
	23%
	18%
	26%

09/04/2012 Page 195 of 198



Page 196 of 198 09/04/2012

300 or more
300 or more
300 or more
300 or more
Not Available
Not Available
Not Available
300 or more
300 or more
300 or more

09/04/2012 Page 197 of 198

	28%
	30%
	31%
	28%
Not Available	Survey results are not available for this reporting period
Not Available	Survey results are not available for this reporting period
Not Available	Survey results are not available for this reporting period
	40%
	34%
	34%

09/04/2012 Page 198 of 198